



Information Governance Policy

The role of Healthwatch Medway is to listen to members of the public who share their views with us on local health and social care services, which include dentists and opticians. Healthwatch Medway provide this public feedback to commissioners and providers of the services to assist with improving services to the public.

Information Governance is a framework for handling personal information in a confidential and secure manner to appropriate ethical and quality standards in line with the new General Data Protection Regulation 2018. It provides a consistent way for employees to deal with the many different information handling requirements including: Information Governance Management, recording and sharing public views in line with confidentiality and data protection assurance.

The aims of this document are:

To maximise the value of organisational assets by ensuring that data is: Held securely and confidentially. Obtained fairly and lawfully. Recorded accurately and reliably. Used effectively and ethically and shared and disclosed appropriately and lawfully.

To protect the organisation's information assets from all threats, whether internal or external, deliberate or accidental. Healthwatch Medway will ensure: Information will be protected against unauthorised access. Confidentiality of information will be assured. Integrity of information will be maintained. Information will be supported by the highest quality data. Regulatory and legislative requirements will be met. Business continuity plans will be produced, maintained and tested. Information security training will be available to all staff, and all breaches of information security, actual or suspected, will be reported to, and investigated by the Directors of Engage Kent CIC.

Roles and Responsibilities

Engage Kent CIC

Overall accountability for procedural documents across the organisation lies with the Directors, as the Accountable Officer that has overall responsibility for establishing and maintaining an effective document management system and the governance of information, meeting all statutory requirements and adhering to guidance issued in respect of information governance and procedural documents.

Data Protection Officer

The DPO has undergone the necessary training to ensure we are adhering to the new General Data Protection Regulation 2018 by maintaining that there is a legal basis for processing and disclosing any of our data. They will also ensure that line managers are aware of the requirements of this policy.



Line Managers

Line managers will take responsibility for ensuring that the Information Governance Policy is implemented to the staff that they manage.

All staff

It is the responsibility of each employee to adhere to the policy. Staff will receive updates and training about changes to this policy.

Information Governance Policy Framework

Healthwatch England has developed several template policies for each Local Healthwatch to use. This is supported by a set of Information Governance policies and related procedures to cover all aspects of Information Governance which are aligned GDPR, including:

- Privacy Statement
- Data Protection Asset Register
- Data Protection Impact Assessment
- Photo consent forms and
- Web cookie policy

This policy lays down the principles that must be observed by all who work or volunteer with Healthwatch Kent and have access to personal or confidential business information. All staff must be aware of their responsibilities for safeguarding confidentiality and preserving information security to comply with common law obligations of confidentiality.

IT systems

Staff using the central 'CRM' database will maintain confidentiality checks when processing sensitive data. Any breaches will be reported to the DPO.